[V8] FAQ: How to move a backup user to a different AhsayCBS server in the same Redirector setup?

Article ID: 8024
Reviewed: 2019-01-31

Product Version:
Ahsay Software: 8.1 to 8.x
OS: All platforms

Description

This document contains instructions on how to move a backup user from one AhsayCBS server to another AhsayCBS server under the same Redirector host.

Note: The same steps can also be performed for AhsayCBS servers that are not in the same Redirector setup.
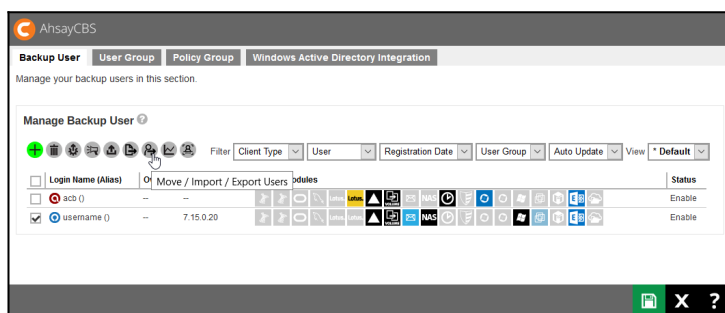
Steps

The following assumptions are made:

- CBS A and CBS B are in the same Redirector setup (CBS C).
- CBS A, CBS B and CBS C are all on version 8.1.0.50.
- Backup user username will be moved from CBS A to CBS B.
- Backup data are stored on the CBS server. Data on cloud storage or pre-defined destination are not supported.
- Both CBS A and CBS B can be accessed physically (for best result).

Important: For best performance, it is recommended that the export and import of the backup user is performed directly on the corresponding AhsayCBS server, or in the same LAN environment. It is also recommended to suspend the backup user to be moved, to ensure that no backup / restore job can be performed during the migration.

1. **On the original AhsayCBS server (CBS A), export the backup user settings and data:**

   a. Login to the AhsayCBS web console (CBS A's web console).

   b. Under **Backup / Restore**, select **Users, Groups & Policies**.

   c. Under **Backup User**, select the checkbox beside the backup user to be moved.

   d. Select the **Move / Import / Export Users** icon under **Manage Backup User**.

e. Export the user settings and data by selecting the radio button beside **Export user to file**, also select the checkbox to **Include backup files**.

f. Click on the **OK** button to save the "users.zip" file.

Important: For backup user with large amount of data, please perform the user data export at a time when the resource usage is low on the AhsayCBS server. Also, if the "users.zip" file is not saved to a local destination, ensure that the network between the AhsayCBS server and the save destination remain stable throughout the export process.

g. Copy the "users.zip" file to the new AhsayCBS server (CBS B).

Important: For best result, it is recommended that the "users.zip" file is copied directly onto the destination AhsayCBS server, or a network drive in the same LAN environment.

2. **On the original AhsayCBS server (CBS A), delete the existing user to be moved.**

a. (Optional) Backup the user to be moved by making a copy of its user home folder to the outside of the user home.

For example, make a copy of

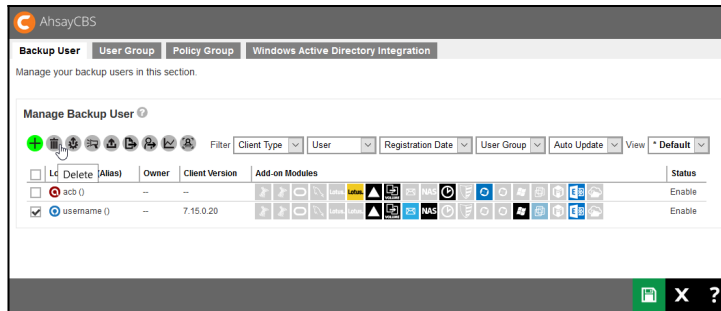C:\UserHome\Username

to

C:\AnotherLocation\Username

Note: Copy the user home folder of the user to another volume, if the same volume does not have sufficient disk space.

b. Login to the AhsayCBS web console (CBS A's web console).

c. Under **Backup / Restore**, select **Users, Groups & Policies**.

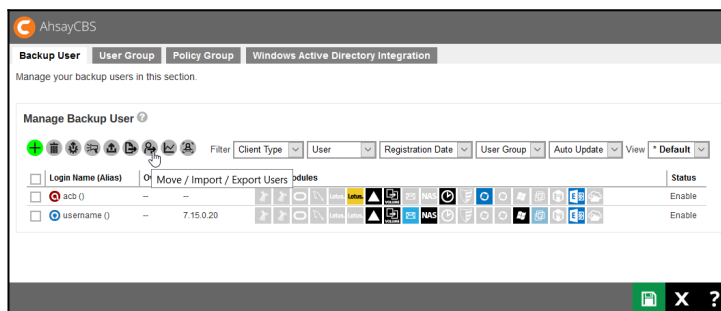d. Under **Backup User**, select the checkbox beside the backup user to be moved.

e. Select the **Delete** icon under **Manage Backup User**.

    f. Click **OK** when prompted to confirm deletion of the selected row.

    g. Click **Save** afterward to save the change.

3. **On the new AhsayCBS server (CBS B), import the backup user settings and data:**

    a. Login to the AhsayCBS web console (CBS B's web console).

    b. Under **Backup / Restore**, select **Users, Groups & Policies**.

    c. Under **Backup User**, select the **Move / Import / Export Users** icon.

    d. Import the user settings and data by selecting the radio button beside Import users to.

    e. From the dropdown box, select the user home for the user to be moved to.

    f. Click on the **Browse** button beside **Exported zip file**.

    g. Select the "users.zip" file (exported from Step 1 previously).

    h. Click on the **OK** button to start the import process.

4. **Confirm if the backup user is moved properly:**

    a. Login to the AhsayCBS web console (CBS B's web console).

    b. Under **Backup / Restore**, select **Users, Groups & Policies**.

    c. Confirm if the backup user is listed under **Backup User**.

Keywords

migrate, user, account, move, transfer, transferring, moving, rdr, redirector

From:
https://wiki.ahsay.com/ - **Ahsay Wiki**

Permanent link:
https://wiki.ahsay.com/doku.php?id=public:8024_faq:how_to_move_user_in_same_ahsayrdr_setup

Last update: **2021/12/09 15:12**